



Montana Department of LABOR & INDUSTRY

UI eServices for Employers

Log In process for Existing Users returning for the first time after June 1, 2020.

Welcome back to UI eServices for Employers. As a returning user of UI eServices, you might notice some changes. We've updated the look of our home page and changed the login process to no longer require logging into ePass Montana before accessing our UI eServices.

If you created your eServices logon prior to June 1st, 2020, here is what you will need to access eServices for the first time after June 1:

- **Your username.** This isn't changing, it will be the same username you created through the old logon process and have been using to log into ePass.
- **Your eServices Secret Answer.** This is the second password you had to input under the old login method to access eServices.

To get logged in, go to uieservices.mt.gov and under **Log in to UI eServices** select **Forgot your Password?**

The screenshot shows the 'UI eServices for Employers' website. At the top right is the Montana Department of Labor & Industry logo. Below the header is a navigation menu with 'Back' and 'Get Support ID'. A central banner features a scenic mountain landscape. Below the banner are three columns: 'Log In to UI eServices' with 'Forgot your Password?' highlighted by a green arrow, 'UI Account Registration', and 'Helpful Links'.

Enter your Username (the one you've been using for ePass):

UI eServices for Employers

Montana Department of
LABOR & INDUSTRY
Unemployment Insurance Division

Menu Log Off Cancel

Back
Get Support ID

Navigation
Welcome to UI eServices
Password Recovery

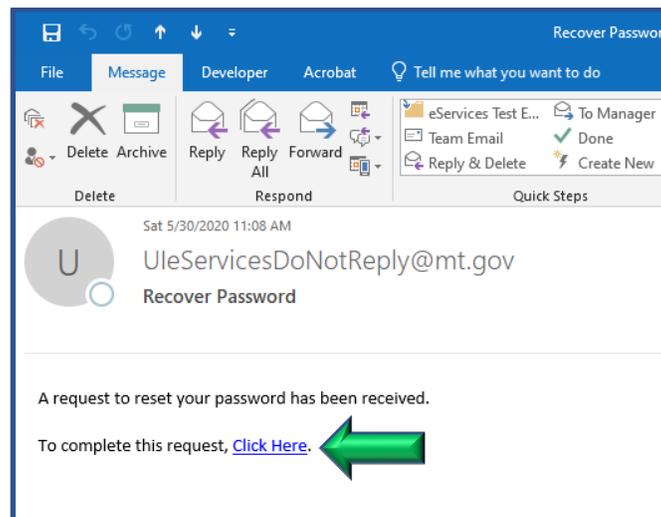
RESET PASSWORD

Username: Required Reset Password

Instructions to complete the password recovery process will be emailed to you.

Click Reset Password.

You will receive an email to reset your password. The email will be sent to the email address we have on record for your logon profile. If you no longer have access to the email address we have on file, contact our office or create a new login.



If you do not receive the email right away, check your spam folder. The email will be coming from UleServicesDoNotReply@mt.gov.

In the email select the **Click Here** link.

To complete the password reset, you will need to know the answer to the question displayed. This should be the secret answer you've used as the second password to get into eServices under the old login method.

UI eServices for Employers

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RESET PASSWORD

Enter the answer to your password recovery question to continue the password reset process.

What was the name of your first pet?

Required Next

Create a new password.

The screenshot shows the 'RESET PASSWORD' form. On the left is a navigation menu with 'Menu', 'Log Off', 'Back', 'Get Support ID', 'Navigation', and 'Password Recovery'. The main content area has a 'Cancel' button at the top right. Below the title 'RESET PASSWORD', there are two input fields: 'New Password' and 'Confirm Password', both marked as 'Required'. A 'Submit' button is at the bottom. To the right, under 'Guidelines', it states: 'Password must be 8 characters long, contain a number and special character, and have mixed case.'

Your new password must be at least 8 characters, contain at least one number and one special character, and have mixed case.

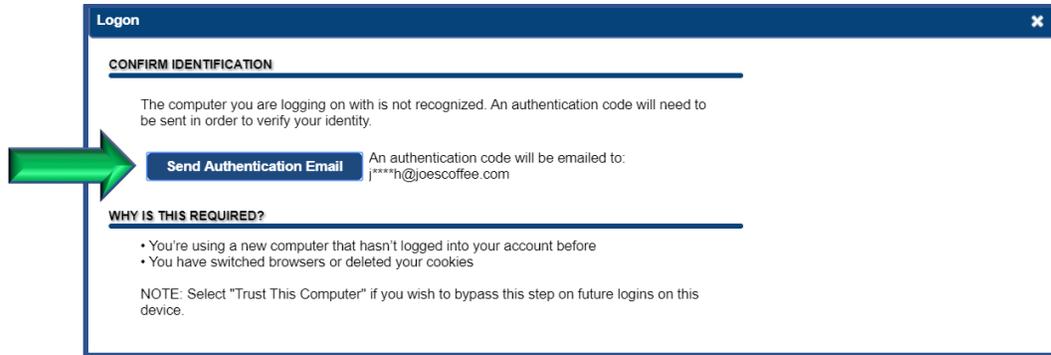
After creating your new password, return to the eServices home page. Enter your username and the new password you just created under Log In to UI eServices

The screenshot shows the home page of the UI eServices for Employers system. At the top is the header with the title 'UI eServices for Employers' and the Montana Department of Labor & Industry logo. Below the header is a navigation menu with 'Menu', 'Log Off', 'Back', 'Get Support ID', 'Navigation', and 'Welcome to UI eServices'. A red 'ATTENTION' banner is visible, stating: 'UI eServices for Employers may experience brief interruptions in service beginning 8:00am Saturday May 30th thru 11:00pm Sunday May 31st. We will be conducting maintenance and implementing new log in procedures during this scheduled time. UI eServices users with existing login credentials should review our help tools for information on how to login using your old credentials.' Below the banner is a large landscape image of a lake and mountains. At the bottom, there are three columns: 'Log In to UI eServices' with a 'Log In' button, 'UI Account Registration' with links for 'Register a New UI Account', 'Retrieve a Saved Registration', and 'Employer Handbook'; and 'Helpful Links' with links for 'Montana UI Home Page', 'Quarterly Newsletters', 'Third Party Authorization Form', 'SIDES FAQ', 'Handbooks, Forms, & More', and 'Notice to Employees'. A green arrow points to the 'Log In' button.

Click Log In.

You will be prompted to request an authentication code. The code will be sent to the email address we have on record for your logon profile. **The authentication code is required to continue.**

Click the **Send Authentication Email** button.



Logon

CONFIRM IDENTIFICATION

The computer you are logging on with is not recognized. An authentication code will need to be sent in order to verify your identity.

Send Authentication Email An authentication code will be emailed to: j****h@joescoffee.com

WHY IS THIS REQUIRED?

- You're using a new computer that hasn't logged into your account before
- You have switched browsers or deleted your cookies

NOTE: Select "Trust This Computer" if you wish to bypass this step on future logins on this device.

You should receive an email within a few minutes with your authentication code.



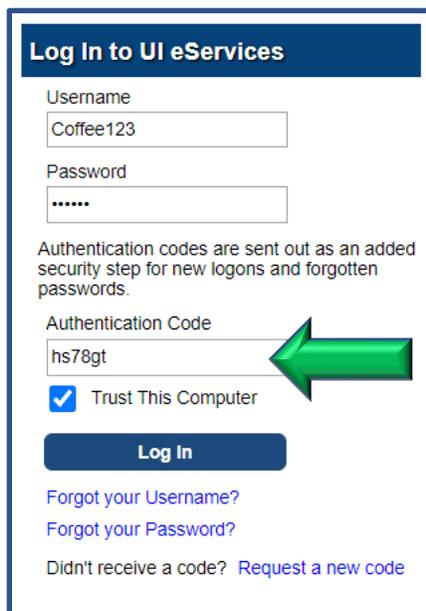
Sat 5/30/2020 11:43 AM

UleServicesDoNotReply@mt.gov

Testing: MUT Authentication Code requested for Joes Coffee on behalf of: jsmith@joescoffee.com

Your authentication code is **hs78gt** and is required for logon.
[Click to login](#)

If you don't receive the email, check your spam filters. The email will be coming from UleServicesDoNotReply@mt.gov.



Log In to UI eServices

Username
Coffee123

Password
.....

Authentication codes are sent out as an added security step for new logons and forgotten passwords.

Authentication Code
hs78gt

Trust This Computer

Log In

[Forgot your Username?](#)
[Forgot your Password?](#)
Didn't receive a code? [Request a new code](#)

Once you have your authentication code, return to the eServices home page to enter it.

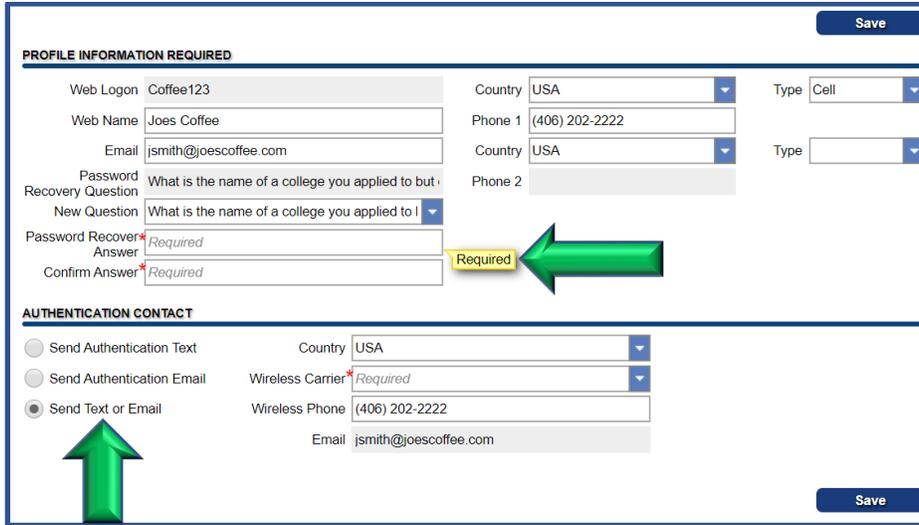
If you will be regularly using the computer/device you are working from to access eServices, you can click "Trust This Computer" to avoid having to request an authentication code each time you log in.

Anytime you use a different device, change web browsers or delete your browsing history (cookies) you will be required to request an authorization code to log into eServices.

Click Log In.

On your first log in after June 1, you will be prompted to review your profile information. Review it carefully and make changes as needed.

- **Update the Password Recovery Question and answer**, you will need this if you ever forget your password in the future.
- In the Authentication Contact section, you can select options to receive future authentication codes by email and/or text message.



The screenshot shows a web form titled "PROFILE INFORMATION REQUIRED" and "AUTHENTICATION CONTACT". The form contains several input fields and dropdown menus. A green arrow points to the "Required" label next to the "Password Recovery Answer" field. Another green arrow points to the "Required" label next to the "Send Text or Email" radio button option in the "AUTHENTICATION CONTACT" section.

PROFILE INFORMATION REQUIRED

Web Logon: Coffee123
 Web Name: Joes Coffee
 Email: jsmith@joescoffee.com
 Password Recovery Question: What is the name of a college you applied to but
 New Question: What is the name of a college you applied to |
 Password Recovery Answer: *Required*
 Confirm Answer: *Required*

Country: USA
 Phone 1: (406) 202-2222
 Country: USA
 Phone 2:
 Type: Cell

AUTHENTICATION CONTACT

Send Authentication Text
 Send Authentication Email
 Send Text or Email

Country: USA
 Wireless Carrier: *Required*
 Wireless Phone: (406) 202-2222
 Email: jsmith@joescoffee.com

When everything is updated, click Save.

Everything inside of eServices is the same as it's always been. You can continue to file reports, make payments, respond to SIDES requests and more. When submitting requests (reports, payments, etc.) if you are asked to enter your password for an eSignature, enter the new password you just created for eServices.

If you have questions, please contact to our Customer Support Team at (406) 444-3834, select option 2.

Thank you using UI eServices for Employers!